

## PH Frequently Asked Questions

**Q: I sent in my Purple Heart certificate, isn't that good enough?**

**A:** The Purple Heart certificate or medal alone cannot be used for documentation. Additional documentation supporting your Purple Heart Award must be provided. For example, any one of the following documents will be acceptable:

- DD-214 (Discharge)
- DD-215 (Discharge Update)
- World War II veterans may present the discharge or separation document issued by the War Department Adjutant General's Office (WD AGO)
- Service records showing the award
- Military orders of the award

**Q: What can I do to obtain military service documents that prove I was awarded a Purple Heart Medal?**

**A:** The Enrollment Coordinator at the nearest VA medical center can help you find sources of documentation or complete the Standard Form 180 "Request Pertaining to Military Records". You may also request assistance from a local Veteran Service organization. Or go to the Web and obtain the Standard Form 180 at:

[www.nara.gov/regional/mpsf180.html](http://www.nara.gov/regional/mpsf180.html)

**Q: I've always had a PH, why wasn't I put in Priority Group 3 a long time ago?**

**A:** The Veterans' Millennium Health Care Act (Public Law 106-117) was signed into law on November 30, 1999.

**Q: Now that you know I'm a Purple Heart veteran, what about all the co-payments I've been making for the past year?**

**A:** The billing office will process appropriate refunds for payments you made for services received on or after November 30, 1999 as soon as your Purple Heart Award documentation has been verified.

**Q: Why do I still have to give my income information if I have a Purple Heart?**

**A:** Because the Public Law does not exempt Priority Group 3 veterans from prescription and/or long-term/extended care co-payments and you may be exempt based on your income. It is in your best interest to complete the income test annually.



## PH Frequently Asked Questions (cont)

**Q: Now that you know I have a Purple Heart will I still have to make co-payments for my VA health care?**

**A:** No. The exemption from co-payments includes VA hospital care and outpatient care including medical, surgical and mental health visits. .

**Q: Why am I being billed for prescriptions if I have a Purple Heart?**

**A:** Exemption from prescription co-payments is not provided for in the Veterans' Millennium Health Care Act.

**Q: Since I'm in a higher priority group, does this mean better benefits and faster appointments?**

**A:** The VA is committed to providing timely, quality care to every veteran.

**Q: Why do I have to tell you about my PH? Isn't that in all your records somewhere?**

**A:** The VA has never collected Purple Heart information until now. Once your Purple Heart documentation is verified  
Revised Nov 2001 this information will become a part of your permanent VA record.

**Q: Who can I call if I have a question about Purple Heart?**

**A:** Contact the Enrollment Coordinator at your local VA medical center, or call the VA Health Benefits Service Center at 1.877.222.VETS.

